MINUTES OF THE
MARICOPA ASSOCIATION OF GOVERNMENTS
TECHNOLOGY ADVISORY GROUP

December 17, 2009
MAG Office
302 North First Avenue
Phoenix, Arizona

MEMBERS ATTENDING

Randy Jackson, Surprise, Chair
**Dee Hathaway, Buckeye
**Jim Keen, Carefree
Patrick Hait, Chandler
Pat Timlin, El Mirage
Mike Ciccarone, Fountain Hills
**Shawn Woolley, Gilbert
**Kenneth Arnold, Glendale
* Cindy Sheldon, Goodyear

**Tom Crosby for Stacey Haggart, Maricopa County
Dale Shaw, Mesa
*Duncan Miller, Paradise Valley
* John Imig, Peoria
** Greg Binder, Phoenix
*Lester Godsey, Queen Creek
*Kevin Sonoda, Scottsdale
*Dave Heck, Tempe
Arkady Bernshteyn, Valley Metro Light Rail

*Members neither present nor represented by proxy.

OTHERS PRESENT

Ryan Gish, ADOT
Farzana Yasmin, ADOT
Elise Piatt, Triadvocates

Jim Henderson, Chandler
Craig Chenery, MAG
Audrey Skidmore, MAG

**Participated via telephone conference call.
+Participated via video conference call.

1.   Call to Order

      The meeting was called to order at 10:05 a.m. by Chairman Randy Jackson of Surprise. All members
      introduced themselves.

2.   Call to the Audience

      No comments were made by the audience.

3.   Approval of the September 17, 2009 Meeting Minutes

A motion to approve the September 17, 2009 meeting minutes was moved by Dale Shaw, seconded by Greg Binder and unanimously approved by the committee.

4.   City of Chandler ThinClient Update

Randy Jackson thanked the members for attending the meeting. Mr. Jackson introduced Jim Henderson, Desktop Operations Supervisor with the City of Chandler who provided an update on the City of Chandler's VMWare Virtual Desktop Infrastructure (VDI) Desktop Virtualization assessment. Mr. Henderson provided a brief overview of the presentation he gave in February 2009. Mr. Henderson stated that in February they had successfully completed the VDI proof of concept with ten customers and moved forward with a twenty person pilot program.

Mr. Henderson itemized lessons learned from the pilot program.

- Printers and scanners functioned with some tweaks, but end users needed to be trained on how to use the new process.
- Networked devices functioned normally, but physically connected devices needed attention. Mr. Henderson added that dual monitor support would only work in stretch mode (e.g. the desktop was stretched between the two monitors).
- Applications would launch in the middle of the two monitors and require users to drag them from one monitor or the other.
- A location with high-speed fiber or DS3 connectivity to the datacenter can utilize VDI. It was determined that fractional T1 sites had too much lag, which was unacceptable to the user.

Mr. Henderson stated that customer feedback was mixed and there were some issues with optical playback. The biggest issue was that incorrect licensing information was provided prior to the project launch. The licensing structure now required would add an annual license subscription cost onto every terminal and double the cost of the project.

Randy Jackson asked about application licensing. Mr. Henderson responded that the licensing is handled exactly the same way as physical desktops, so moving to a virtual environment offers no advantage. Certain software applications had to be installed manually and could not be pushed out in a remote package. Mr. Jackson asked if applications such as Microsoft Visio or Project could be a part of a floating license pool due to limited usage. Mr. Henderson stated that while it is physically possible, it is a breach of the software license and static licenses would need to be used.

Moving forward, the project is migrating back to physical desktops. Mr. Jackson thanked Mr. Henderson for his presentation.

5.   RCN Update

Mr. Jackson introduced Ryan Gish from ADOT. Mr. Gish provided a brief overview of the Regional Community Network (RCN) Phase 1A project. Mr. Gish stated that the Phase 1A project has two projects, the fiber and conduit project and the active electronics project. Mr. Gish stated that the fiber and conduit project has been completed. For the active electronics project, the equipment has been installed and configuration is currently in progress. He added that repeaters were not required. Mr. Gish stated that the network has a full 10Gb backbone and some outlying areas are on a 1Gb connection. Mr. Jackson asked about the outlaying areas on 1Gb. Mr. Gish responded that the sites which did not get regional hubs are on 1Gb. Mr. Gish stated that a few applications are currently slated for testing on the network. Camera Cameleon is currently being tested on a ring in the West Valley to determine some of the issues that may arise after deployment. Equipment for the videoconferencing portion of the RCN is currently being evaluated.

Mr. Jackson opened the floor to questions. Dale Shaw of Mesa inquired about uses beyond those currently defined, such as non-transportation and non-videoconference projects. Audrey Skidmore of MAG stated that the Roles and Responsibilities document currently being created is designed to address these concerns. Ms. Skidmore added that due to the funding source for the fiber network, the transportation usage has to be protected, but as long as there is the capacity available for other uses, they will be considered. Ms. Skidmore passed out copies of the latest version of the Roles and Responsibilities document and provided a brief overview of the contents.

Ms. Skidmore stated that a previous document for governance was approved by the Regional Council that delegates the authority to make some decisions on the RCN to the Intelligent Transportation System (ITS) committee and the TAG. The main decision that can be made is approving no cost application additions to the network. This decision making process would involve a joint meeting between ITS and TAG to determine that the addition meets the criteria in the Roles and Responsibilities document.

Ms. Skidmore stated that the RCN Working Group is a joint working group between ITS and TAG and has been working on the Roles and Responsibilities document and has a draft policy about adding applications. The next step is to have a joint meeting for ITS and TAG and have the document move up through the committee structure and approved by the Regional Council. Mr. Shaw asked on the timing. Ms. Skidmore said it depends on the scope of changes, but the goal is by the time the network goes live in April.

Ms. Skidmore also passed out a draft copy of the Letter of Authorization that City Manager's will eventually sign to authorize the installation of equipment at their facilities, agree to provide access to the equipment once installed, agree to make a best effort at timely fiber repair and acknowledge that service level is not guaranteed for Phase 1A. The next step is to submit it to the municipal Intergov's for approval. Mr. Shaw suggested two changes for the memo. He requested that the memo be linked to the Roles and Responsibilities document and that the Regional Hub Facility Selection Considerations section from the Design Concept Report be attached.

Mr. Shaw stated that there would need to be significant review at the City of Mesa. Mr. Jackson asked the TAG to make suggested changes and then forward to Ms. Skidmore for review as soon as possible.

6.   Agency reports

Mr. Jackson opened the floor to any further agency reports of interest that had not already been discussed. Mr. Jackson announced that the City of Surprise is looking for low cost solutions for lower tier storage of archival data. Pat Timlin of El Mirage recommended Cybernetics iSCSI for lower end storage.

Mr. Shaw stated that the City of Mesa is working on the replacement of telephone systems with a VoIP solution for unified communications for employees.

7.   Passing the Gavel

As the new chairman, Dale Shaw thanked Randy Jackson for his service as the chairman of the TAG and presented Mr. Jackson with a certificate of resolution. Mr. Shaw thanked Shawn Woolley of Gilbert for his contributions as vice chairman and welcomed Pat Timlin as the new vice chairman.

8.   Date of Future Meetings

The next meeting of the MAGTAG is scheduled for 10:00 a.m. on January 21st, 2010 in the MAG Cholla Room. The meeting was adjourned at 11:00 a.m.